DOC. MBS-CID-GL7.2-01

GUIDANCE FOR APPLICANT ENQUIRING ABOUT PRODUCT CERTIFICATION

1. PURPOSE

To provide guidance to certification clients enquiring about product certification.

2. SCOPE

This covers general information related to product certification process.

3. RESPONSIBILITIES

3.1 Director of Quality Assurance Services shall be responsible for providing to clients correct information related to certification processes.

4. GUIDELINES

4.1 General requirements

4.1.1 The applicant shall write a letter requesting for the certification of the product(s) to:

Director General
Malawi Bureau of Standards
P.O. Box 946
Moirs Road
Blantyre
Malawi

4.1.2. The applicant may download the application form and other details for factory assessment from our website, www.mbsmw.org or get from Certification and Inspection Division of the MBS.

Relevant standard(s) could be purchased at the sales counter of the Malawi Bureau of Standards Offices.

4.1.3. Applicants who are in the small-scale industry shall have registration certificate from the National Registration Authority for Small-Scale Industries.

4.1.4. All applicants are to provide a Scheme of Inspection and Test including a Flow Chart and records of routine inspection and test during the pilot phase and where these had not been recorded because production had not started, the applicant should provide plans in the forms of Quality Control (QC) sheets, etc. where such data shall be recorded.

4.1.5. Applicant shall be required to submit a copy of the Certificate of Registration or Certificate of Incorporation of the applicant's company.

4.1.6. The certificate shall be renewed every 2 year.

4.1.7. The MBS shall provide Testing Schedule of **Fees** as per Form MBS-CID-PR-7.1-01-FM-03;

4.2 Requirements for the Quality Manual/ Quality plan of a product

4.2.1The Quality Plan of a product shall be developed by the manufacturer and one (1) copy of the plan shall be submitted together with the completed application form for Product Certification. The Quality Plan shall conform to this Scheme.

4.2.2 The Quality Plan shall as a minimum have the following information in the order listed:

a) A Title Page bearing:
    a. Company Name
    b. Title of document- including name of product (Generic and Brand)
    c. Effective date of document
    d. Authorization; Name and Signature of Director/chief executive officer of Company

b) Table of Contents

c) A Plan of the building housing factory showing the layout of
    a. Processing equipment
    b. Warehouse or Storage Area (for raw materials, packaging materials and finished product)
    c. Hygienic facilities if applicable (Hand washing facilities, Staff toilet(s), changing room(s) etc)

d) An organogram showing designations and lines of communication of personnel in the establishment.

e) Description and specification data (information) on raw material, finished product, processing, processing equipment, contact surfaces and measuring devices.

f) Process flow diagram for product indicating all control points

g) Standard operating procedures (SOP), Plans and Policies:

    i) SOP for Assessing quality of raw materials, processing and finished product
    ii) SOP for Cleaning Equipment, Contact surfaces, Processing area and General factory premises.
    iii) SOP for Handling Customer Complaints
    iv) SOP for Product Recall
    v) Staff Training Plan
    vi) Staff Health and Hygiene Plan (where applicable)
    vii) Pest Prevention and Control Plan (where applicable)

viii) Waste Management Plan

h) Monitoring Forms (MF) for Quality Control Activities
   i. MF for the quality of raw materials, packaging materials, processing and finished product.
   ii. MF for Corrective Action
   iii. MF for Cleaning and General Housekeeping Activities
   iv. Customer Complaint Record Forms
   v. Staff Training Record Forms